Year-to-Date Data Through March

ST Express Bus	YTD 2009	YTD 2010	YTD Budget	Notes
Revenue Vehicle Hours Operated[1]	127,059	134,014	139,080	ST Express ridership productivity measures were all below targets. See the ridership discussion on page 2 for more information on route-by-route trends.
Revenue Vehicle Miles Operated	2,581,839	2,778,468	2,831,522	
Trips Operated	100,126	107,650	108,574	
Platform Hours Operated	161,057	170,099	169,782	
Boardings	3,043,261	3,063,917	3,321,831	With the start of new service agreements in 2010, a more stringent measure for On Time Performance has been implemented. It is now defined as trips completed no more than one minute early and less than five minutes late. The old metric reflected performance within 10 minutes of scheduled completion time. Therefore, the metrics are not comparable from year-to-year.
Boardings per Revenue Hour	23.95	22.86	23.88	
Boardings per Trip	30.39	28.46	30.60	
Cost per Boarding[2]	$6.76	$5.93	$7.22	
Percentage of Scheduled Trips Operated	99.95%	99.93%	≥99.80%	
On Time Performance[3]	93.96%	83.06%	≥85.00%	
Customer Complaints[4]	0.01%	0.02%	<0.05%	
Preventable Accidents per 100,000[4]	0.85	0.72	≤ 0.80	
Sounder Commuter Rail	**YTD 2009**	**YTD 2010**	**YTD Budget**	**Notes**
Revenue Vehicle Hours Operated[1]	7,766	9,251	9,686	Sounder ridership productivity measures were all below targets. See the ridership discussion on page 2 for more information on trends for the two lines operated by Sounder.
Revenue Vehicle Miles Operated	303,965	362,406	378,386	
Trips Operated	1,470	1,622	1,704	
Boardings	614,956	581,072	653,074	
Boardings per Revenue Vehicle Hour	79.18	62.81	67.42	
Boardings per Trip	418.34	358.24	383.37	Sounder did not achieve its target for percentage of scheduled trips operated. During the first quarter, there were 26 trips cancelled on the North line due to mudslides. There were also two trips cancelled due to mechanical issues.
Cost per Boarding[2]	$11.94	$12.89	$13.15	
Percentage of Scheduled Trips Operated	98.79%	98.42%	≥99.50%	
On Time Performance[3]	97.01%	97.78%	≥95.00%	
Customer Complaints	0.02%	0.01%	<0.05%	
Preventable Accidents per 1,000,000[4]	0.00	0.00	≤1.00	
Central Link Light Rail	**YTD 2009**	**YTD 2010**	**YTD Budget**	**Notes**
Revenue Vehicle Hours Operated[1]	N/A	35,213	34,572	Central Link ridership productivity measures were all below targets. See the ridership discussion on page 2 for more information.
Revenue Vehicle Miles Operated	N/A	663,423	706,191	
Trips Operated	N/A	22,458	23,048	
Boardings	N/A	1,389,287	1,498,042	On Time Performance was also below targeted levels for the Q1 2010. Delays related to joint rail-bus operations in the Downtown Seattle Transit Tunnel have caused more schedule issues than had been planned. King County Metro and Sound Transit continue to focus on solutions to this issue.
Boardings per Revenue Vehicle Hour	N/A	39.45	43.33	
Boardings per Trip	N/A	61.86	65.00	
Cost per Boarding[2]	N/A	$7.62	$5.95	
Percentage of Scheduled Trips Operated	N/A	99.92%	≥98.50%	
On Time Performance[3]	N/A	71.33%	≥90.00%	
Customer Complaints	N/A	0.01%	<0.05%	
Preventable Accidents per 1,000,000[4]	N/A	0.00	≤6.00	
Tacoma Link Light Rail	**YTD 2009**	**YTD 2010**	**YTD Budget**	**Notes**
Service Hours Operated[1]	2,368	2,399	2,470	Tacoma Link ridership productivity measures were all below targets. See the ridership discussion on page 2 for more information.
Service Miles Operated	22,974	22,248	23,052	
Trips Operated	14,359	14,396	14,347	
Boardings	227,300	214,400	238,951	
Boardings per Service Vehicle Hour	95.98	89.36	96.76	
Boardings per Trip	15.83	14.89	16.66	Tacoma Link failed to meet its On Time Performance measure for Q1 2010. There were several late trips due to a large community gathering related to a slain police officer
Cost per Boarding[2]	$4.20	$3.25	$4.31	
Percentage of Scheduled Trips Operated	99.89%	99.85%	≥98.50%	
On Time Performance[3]	99.89%	98.46%	≥98.50%	
Customer Complaints	0.00%	0.00%	<0.05%	
Preventable Accidents per 100,000[4]	0.00	0.00	≤1.00	

Lagging budget or standard

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.
2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.
3-On-time performance standards are described in the budget. A Central link light rail train is late if it a) departs a terminal station more than one minute late or, b) arrives at a terminal station three or more minutes late and is unable to make it's departure time.
4-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

Service Delivery Quarterly Performance Report

Q1 Systemwide Boardings

Boardings by Service Type	First Quarter 2009	First Quarter 2010	First Quarter %Δ	2010 Annual SIP Projections[1]
ST Express Bus	3,043,261	3,063,917	1%	13.7 mil
Sounder Commuter Rail	614,956	581,072	-6%	2.7 mil
Central Link	N/A	1,389,287	100%	8.1 mil
Paratransit	N/A	19,539	100%	0.07 mil
Tacoma Link	227,300	214,400	-6%	1.0 mil
Total Boardings	**3,885,517**	**5,268,216**	**36%**	**25.57 mil**
Average Weekday Bdgs	**55,595**	**71,557**	**29%**	**86,884**

1-Annual projections established in the 2010 Service Implementation Plan (SIP)

Total First Quarter 2010 boardings were up 36 percent compared to 2009. This increase is largely attributable to Central Link, which did not begin operations until Third Quarter 2009. Without Central Link, First Quarter boardings would have been virtually the same as in 2009. Ridership at Sound Transit's partner agencies- Community Transit, King County Metro and Pierce Transit- declined during the First Quarter.

ST Express bus ridership increased by 1 percent overall, but average weekday boardings decreased slightly. A major restructure of South Corridor bus service that started on Feb. 6 resulted in ridership increases on some routes and decreases on others. Since the restructure started about half way through the quarter, the ridership totals don't necessarily reflect the full impact of the service change, and the Second Quarter results should be more representative. Ridership results on individual routes are described in more detail in the "Highlights" section on Page 2. Sounder ridership, characterized by journey-to-work commuters and thus more sensitive to employment levels, decreased by 6 percent, certainly not good news but an improvement over Fourth Quarter 2009 when boardings dropped by 11 percent. Most of the Sounder decrease was on the South Line, while the North Line experienced a 2 percent increase. Tacoma Link light rail ridership was down by 6 percent, continuing a trend that started during the Third Quarter 2009.

Central Link extended to SeaTac/Airport Station on Dec. 19, 2009, so this report reflects ridership during the first full quarter of airport light rail service. Compared with Fourth Quarter 2009, total Central Link ridership during the First Quarter increased by 9 percent, from 1,270,864 boardings to 1,389,287 boardings. During the First Quarter, construction and maintenance activities impacted Central Link service during evenings and weekends, including one weekend when service through downtown Seattle was shut down due to highway construction near Royal Brougham Way. A "bus bridge" provided connecting service between downtown and the SODO Station during this period. Ridership on Link paratransit service, provided in areas within ¾ mile of the light rail line, increased by 27 percent between Fourth Quarter 2009 and First Quarter 2010.

Specific mode and individual route trends are discussed on page 2.

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First Quarter Ridership Highlights

ST Express Bus boardings were up 1 percent. A major restructure of the South Corridor bus network started Feb. 6, resulting in significant ridership shifts between routes. Routes 564, 565 and 582 were discontinued, replaced by alternative service on Routes 566, 578 and Pierce Transit Route 495. Routes 577 and 578 replaced the service formerly provided by King County Metro Route 194 between Federal Way and downtown Seattle, producing a large ridership jump on these routes. Route 560 ridership was impacted negatively by a service reduction between West Seattle and Burien and the start-up of faster and more frequent Metro service between Burien and Renton. Since the South Corridor restructure occurred about half way through the quarter, the boarding totals don't necessarily reflect the full impact of the service change, and ridership patterns are still developing. In East King County, increases on Routes 545 Redmond-Seattle, 550 Bellevue-Seattle and 555/556 Issaquah-Northgate offset declines on Route 522 Woodinville-Seattle and Route 554 Issaquah-Seattle. Ridership on Snohomish County bus routes was up by about 2 percent overall.

Sounder commuter rail boardings were down approximately 6 percent. The South Line, representing 87 percent of total Sounder boardings, was down 6 percent, and thus the small 2 percent increase in North Line boardings had little positive affect on overall totals. First Quarter 2010 ridership included 9,492 boardings on special event trains, but there was no comparable service provided during the First Quarter of 2009. Service disruptions related to mudslides on the North Line impacted ridership on at least two weekdays during February. The good news is that the rate of Sounder ridership decline has slowed, from an 11 percent drop during Fourth Quarter 2009 to a 6 percent drop during First Quarter 2010.

Central Link started operation in July 2009 so there are no year-to-year comparisons available as yet. However, ridership continued to increase compared with previous quarters, helped by the opening of the SeaTac/Airport Station extension just before the end of 2009. Boardings at this station again took a jump following the Feb. 6 deletion of King County Metro bus Route 194, which provided express service between downtown Seattle and the airport. Average weekday boardings increased from 15,197 during Fourth Quarter 2009 to 16,979 during the First Quarter of 2010, an 11 percent increase.

Tacoma Link boardings were down 6 percent compared with First Quarter 2009, attributable to the weak economy and the reduced number of events at the Tacoma Dome, Freighthouse Square and the Tacoma Convention Center. Average weekday boardings declined by 5 percent.

ST Express Boardings by Route

	Route	Q1 2009	Q1 2010	%Δ
510/513	Everett-Seattle	217,778	218,669	0%
511	Lynnwood-Seattle	217,338	226,511	4%
522	Woodinville-Seattle	265,960	239,673	-10%
532	Everett-Bellevue	74,950	81,849	9%
535	Lynnwood-Bellevue	107,026	103,237	-4%
540	Kirkland-U. District	77,314	77,035	0%
545	Redmond-Seattle	396,605	406,446	2%
550	Bellevue-Seattle	413,106	454,621	10%
554	Issaquah-Seattle	178,103	166,866	-6%
555/556	Issaquah-Northgate	62,849	70,853	13%
560	West Seattle-SeaTac-Bellevue	189,086	166,505	-12%
564	South Hill-Overlake	90,207	30,328	-66%
565	Federal Way-Overlake	105,225	35,742	-66%
566	Auburn-Overlake	0	81,524	N/A
574	Lakewood-SeaTac	140,572	153,104	9%
577/578	Seattle-Federal Way/Puyallup	78,373	114,686	46%
582	Bonney Lake-Tacoma	15,273	5,626	-63%
586	Tacoma-U. District	32,305	31,434	-3%
590-595	Lakewood/Tacoma-Seattle	377,486	395,685	5%
599	Lakewood-Tacoma	3,704	3,523	-5%
	Total[1]	3,043,261	3,063,917	1%
	Avg Weekday Bdgs[1]	42,755	42,359	-1%

1-Does not include Downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor

	Q1 2009	Q1 2010	%Δ
North Line			
Commuter	69,652	67,507	-3%
Special	0	3,342	N/A
Subtotal	69,652	70,849	2%
South Line			
Commuter	545,304	504,074	-8%
Special	0	6,150	N/A
Subtotal	545,304	510,224	-6%
Total	614,956	581,072	-6%
Avg Weekday Bdgs	9,761	9,073	-7%

Central Link Light Rail Boardings

	Q1 2009	Q1 2010	%Δ
Total	N/A	1,389,287	100%
Avg Weekday Bdgs	N/A	16,979	100%

Tacoma Link Light Rail Boardings

	Q1 2009	Q1 2010	%Δ
Total	227,300	214,400	-6%
Avg Weekday Bdgs	3,079	2,930	-5%

Paratransit Boardings

	Q1 2009	Q1 2010	%Δ
Total	N/A	19,539	100%
Avg Weekday Bdgs	N/A	217	100%

First Quarter Data

ST Express Bus	YTD 2008	YTD 2009	YTD 2010	YTD Budget
Revenue Vehicle Hours Operated[1]	122,143	127,059	134,014	139,080
Revenue Vehicle Miles Operated	2,502,672	2,581,839	2,778,468	2,831,522
Trips Operated	95,362	100,126	107,650	108,574
Platform Hours Operated	152,194	161,057	170,099	169,782
Boardings	2,771,272	3,043,261	3,063,917	3,321,831
Boardings per Revenue Hour	22.69	23.95	22.86	23.88
Boardings per Trip	29.06	30.39	28.46	30.60
Cost per Boarding[2]	$6.73	$6.76	$5.93	$7.22
Percentage of Scheduled Trips Operated	99.95%	99.95%	99.93%	≥99.80%
On Time Performance[3]	94.30%	93.96%	83.06%	≥85.00%
Customer Complaints	0.02%	0.01%	0.02%	<0.05%
Preventable Accidents per 100,000[54]	0.60	0.85	0.72	≤ 0.80
Sounder Commuter Rail	**YTD 2008**	**YTD 2009**	**YTD 2010**	**YTD Budget**
Revenue Vehicle Hours Operated[1]	5,990	7,766	9,251	9,686
Revenue Vehicle Miles Operated	230,410	303,965	362,406	378,386
Trips Operated	1,149	1,470	1,622	1,704
Boardings	603,431	614,956	581,072	653,074
Boardings per Revenue Vehicle Hour	100.74	79.18	62.81	67.42
Boardings per Trip	525.18	418.34	358.24	383.37
Cost per Boarding[2]	$10.79	$11.94	$12.89	$13.15
Percentage of Scheduled Trips Operated	99.91%	98.79%	98.42%	≥99.50%
On Time Performance[3]	99.19%	97.01%	97.78%	≥95.00%
Customer Complaints	0.02%	0.02%	0.01%	<0.05%
Preventable Accidents per 1,000,000[4]	0.00	0.00	0.00	≤1.00
Central Link Light Rail	**YTD 2008**	**YTD 2009**	**YTD 2010**	**YTD Budget**
Revenue Vehicle Hours Operated[1]	N/A	N/A	35,213	34,572
Revenue Vehicle Miles Operated	N/A	N/A	663,423	706,191
Trips Operated	N/A	N/A	22,458	23,048
Boardings	N/A	N/A	1,389,287	1,498,042
Boardings per Revenue Vehicle Hour	N/A	N/A	39.45	43.33
Boardings per Trip	N/A	N/A	61.86	65.00
Cost per Boarding[2]	N/A	N/A	$7.62	$5.95
Percentage of Scheduled Trips Operated	N/A	N/A	99.92%	≥98.50%
On Time Performance[3]	N/A	N/A	71.33%	≥90.00%
Customer Complaints	N/A	N/A	0.01%	<0.05%
Preventable Accidents per 1,000,000[4]	N/A	N/A	0.00	≤6.00
Tacoma Link Light Rail	**YTD 2008**	**YTD 2009**	**YTD 2010**	**YTD Budget**
Service Hours Operated[1]	2,445	2,368	2,399	2,470
Service Miles Operated	23,734	22,974	22,248	23,052
Trips Operated	15,079	14,359	14,396	14,347
Boardings	221,590	227,300	214,400	238,951
Boardings per Service Vehicle Hour	90.63	95.98	89.36	96.76
Boardings per Trip	14.99	15.83	14.89	16.66
Cost per Boarding[2]	$3.33	$4.20	$3.25	$4.31
Percentage of Scheduled Trips Operated	99.79%	99.89%	99.85%	≥98.50%
On Time Performance[3]	99.80%	99.89%	98.46%	≥98.50%
Customer Complaints	0.01%	0.00%	0.00%	<0.05%
Preventable Accidents per 100,000[4]	0.00	0.00	0.00	≤1.00

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.
2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.
3-On-time performance standards are described in the budget. A Central link light rail train is late if it a) departs a terminal station more than one minute late or, b) arrives at a terminal station three or more minutes late and is unable to make it's departure time.
4-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.